

Consumer Services Committee (CSC) Meeting

Wednesday, June 23, 2021 • 1:00 p.m. – 2:00 p.m. (Eastern Time)

Please visit our website to join via Zoom Webinar: www.citizensfla.com

Public Teleconference Number: 786-635-1003 • Participant Code: 977 8143 2199

1.	Approval of Prior Meeting’s Minutes	Chairman Hasner
	^ February 17, 2021 [Action Item]	

2.	Chief of Claims	Jay Adams
	^ 2021 Catastrophe Plan Highlights	

3.	Vice President of Customer Experience	Jeremy Pope
	^ 2021 Catastrophe Preparedness: Consumer Response	
	^ Self-Service Initiatives	

4.	Chief of Communications, Legislative & External Affairs	Christine Ashburn
	^ Citizens Policyholder Newsletter Overview	

New Business

Adjourn
